



SURVEYS



Customer Survey

- Purpose of consolidation
 - To ensure Acquisition Plan Strategy is met
 - To ensure customer feedback is considered in past performance
 - To reduce workload for the customer
- Timeline
 - Biannual customer feedback

We need to hear from YOU... Your opinion counts

Customer Survey

DLA TROOP SUPPORT (SUBSISTENCE) PROGRAMS CUSTOMER SATISFACTION SURVEY

This short survey is a tool to help measure the overall success of DLA Troop Support's Subsistence Programs. It is not to replace your normal communications with your DLA Troop Support contact point or your Prime Vendor representatives. Please take the time to respond to the following questions so we can ensure that our Subsistence support stays on track and meets the needs of you, our valued customer. Please respond by _____ to _____

FACILITY NAME: _____ DODAAC: _____ POC: _____

Email _____ TIME IN CURRENT J OB _____ NUMBER FED PER MEAL: _____ DATE COMPLETED _____

RESPONDENT'S TITLE: (Circle One) Dining Facility Manager Food Service Manager Ordering Manager Installation Food Advisor Chief Nutritionist Other

Please enter the number for each question using the most appropriate scale description:

Excellent No Problems	Very Good Problems occur rarely	Acceptable Problems occur occasionally	Poor Problems occur frequently	Unacceptable Problems occur daily	Not- Applicable
5	4	3	2	1	N/A

Question	Contract Number: Vendor:	Prime Vendor	Produce	Dairy	Bread	Soda
		_____	_____	_____	_____	Coke / Pepsi
1. Overall fill rates are:						/
2. Special Items and exercise support are handled effectively:						/
3. Emergency orders are filled in a timely manner:						/
4. I was given adequate time and notice on NIS items and recommended substitutions:						/
5. Vendor packaging is consistent with my needs:						/
6. I consider the number of Prime Vendor representative visits to be:			N/A	N/A	N/A	N/A
7. Vendor resolves issues in a timely manner:						/
8. DLA Troop Support Subsistence customer service is responsive to my needs:						/
9. New products can be added to the Vendor catalog in a timely manner:						/
10. Deliveries arrive within my agreed upon time window :						/
11. Rate the condition of the delivery vehicle:						/
12. Rate product quality/condition:						/
13. Overall my service is:						/
14. Additional Comments and Concerns (we ask especially that you comment on individual ratings of 1 or 2 so that we can provide follow-up):						



3 Key Areas of Interest

Prime Vendor

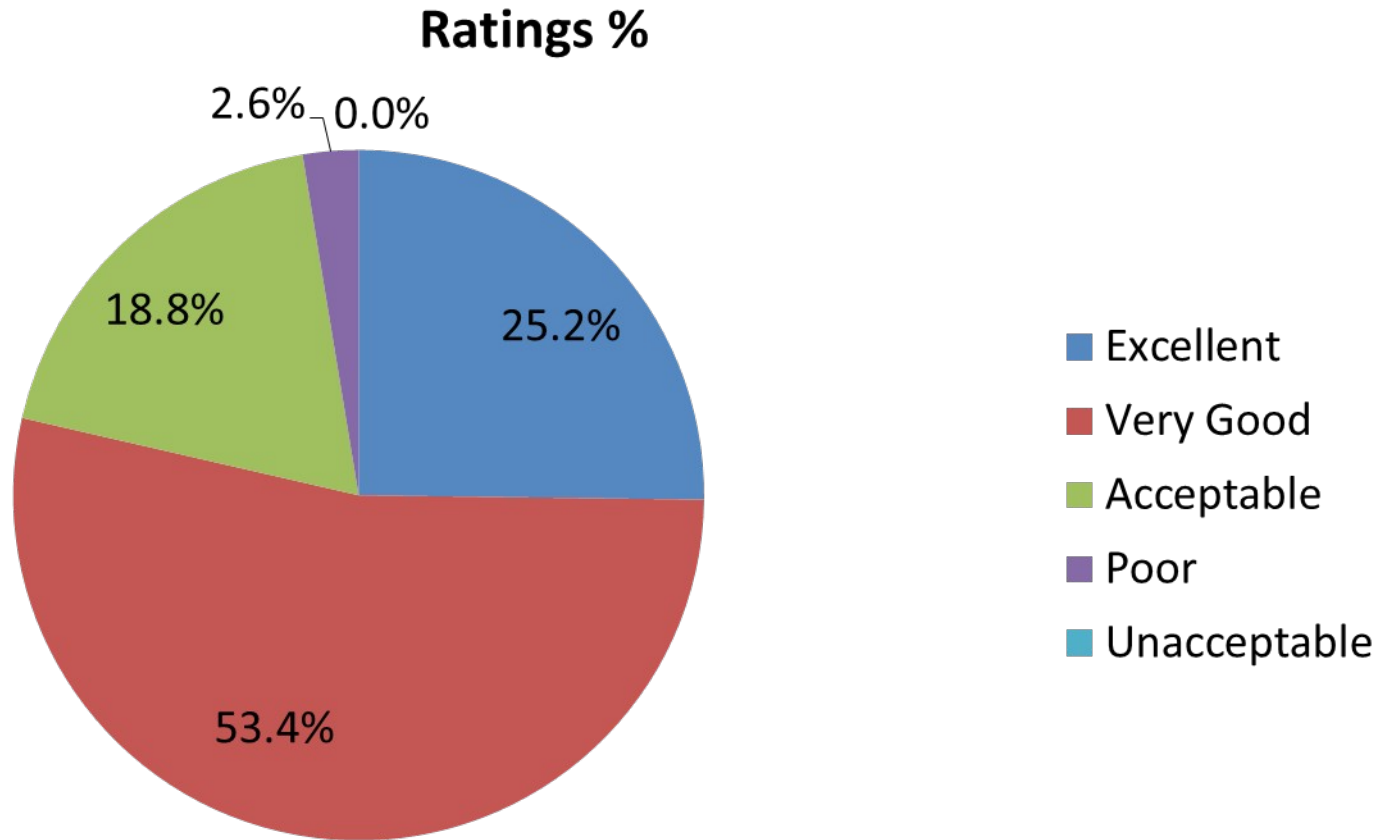
Overall Fill Rates - 97.4% of the participants found the Prime Vendor overall fill rate to be Acceptable or better while 78.6% found the fill rates to be Very Good or Excellent. 2.6% found the overall fill rate to be Poor. Unacceptable is 0%.

DLA Troop Support Subsistence Responsiveness - 98.9% of the participants found DLA Customer Service to be Acceptable or better while 87.7% found service to be Very Good or Excellent. 1% found the service to be Poor. Unacceptable is 0%.

Overall Service Satisfaction - 98.2% of the participants found the overall service to be Acceptable or better while 84.8% found service to be Very Good or Excellent. Along with these ratings 1.8% found overall service to be Poor. Unacceptable is 0%.

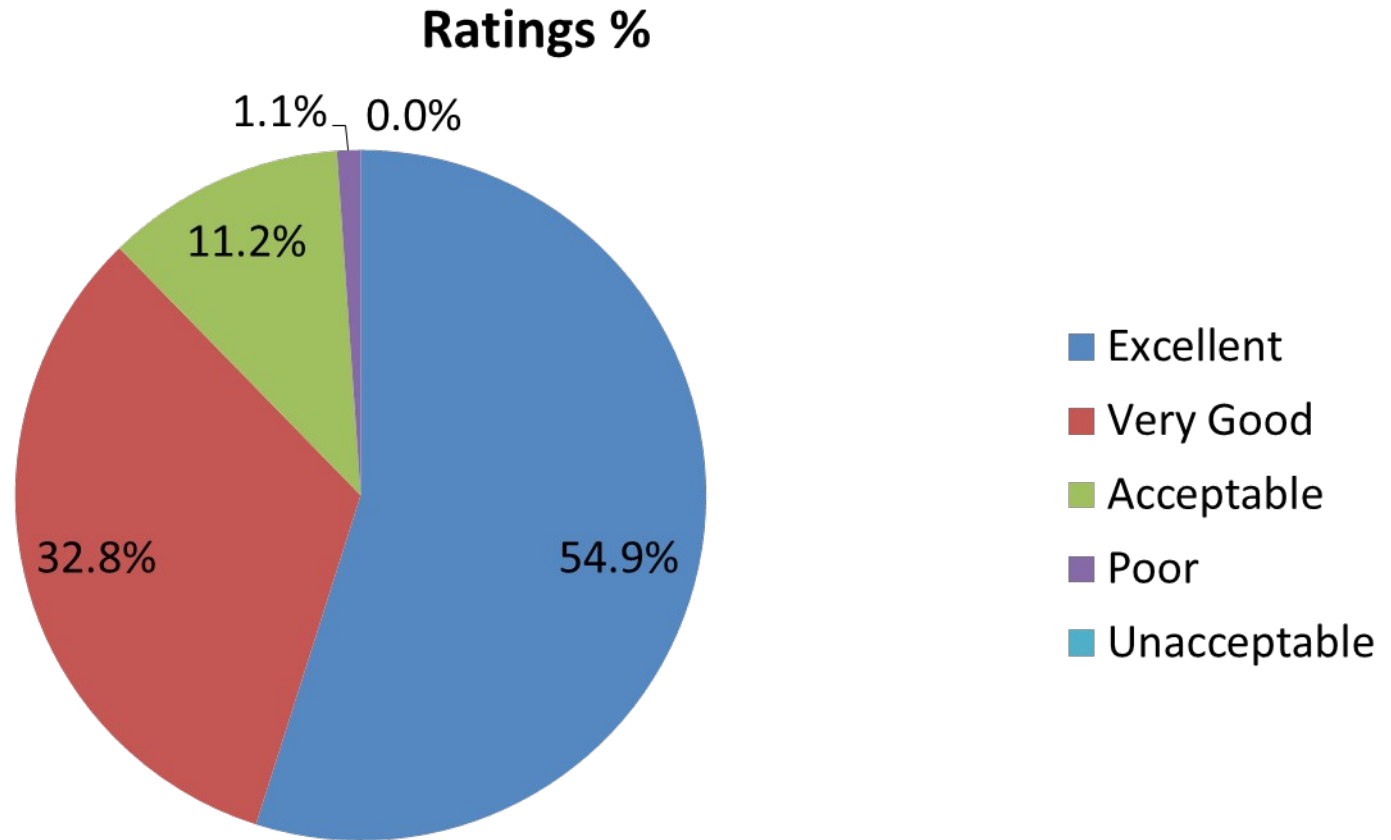


Prime Vendor Fill Rates 2011-2012



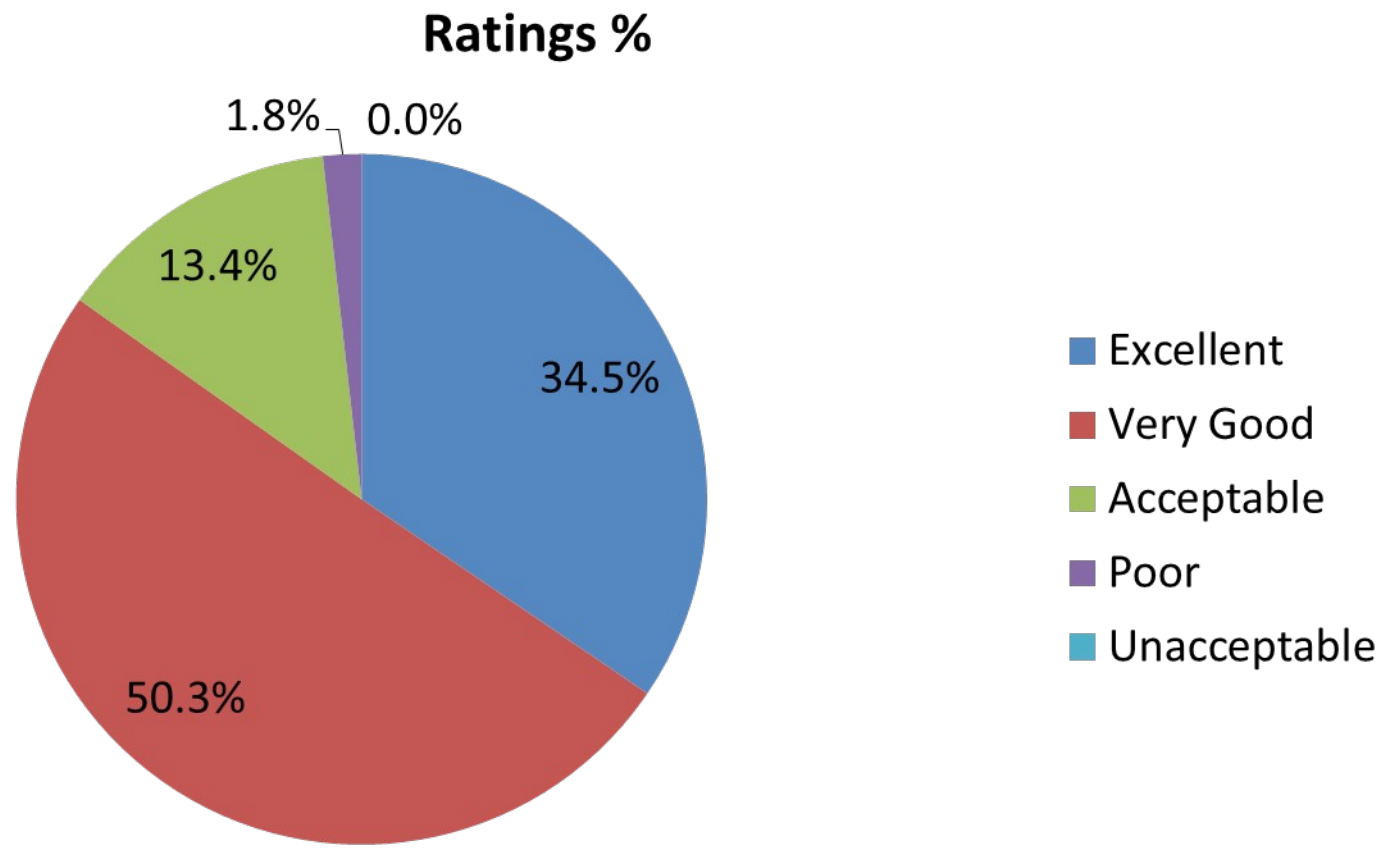


DLA Customer Service 2011-2012





Overall Satisfaction of Prime Vendor Service 2011-2012





Conclusions/Responsiveness

- All Surveys taken seriously and included in Vendor Past Performance files
- Responsiveness of New Survey difficult to measure at this stage in the process:
 - Comparing response of one Dodaac vs. (1 product line) vs one Dodaac (5 product lines)
 - Impression at 7 months - some improvement seen
 - Extra push from DLA Troop Support
 - Need your support to see more response



QUESTIONS??

THANK YOU FOR YOUR SUPPORT!